

CORE Claims Team- Claims Adjudication

Purpose:

This document describes the procedure that is used to work suspended claims and to define the Medicaid Management Information System (MMIS) claims locations that are the responsibility of the Iowa Medicaid Enterprise (IME) Core Unit. Claims suspend to MMIS locations which are determined by the criteria that are set in the edit that has posted to the claim.

Identification of Roles:

Claims Adjudicator – Works suspended claims from assigned locations, communicates issues to the Operations Team Lead and Operations Coordinator

Claims Research Examiner- Serves as a back-up to the Operations Coordinator and to the Claims Adjudicators in times of absence or high volume of workload

Operations Coordinator – Communicates workload numbers, trains staff (as needed), works with Operations Team Lead to distribute workload, works suspended claims

Operations Team Lead and Operations Manager – Monitors workload and ensures that work is completed timely, monitors workload and identifies issues as needed

Performance Standards:

none

Path of Business Procedure:

Step 1: Claims suspend to the following IME Core locations, based on the type of edit that is posted:

- a. 01, 32, 35, 36, 44, 45, 51, 52, 53, 55, 56, 57, 58, 59, 60, 61, 63, 64, 65, 67, 70, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90

Step 2: Users enter the location number assigned in file 2 of MMIS

Step 3: The first claim is displayed

Step 4: Using instructions for the edit, found in the IME Core Edit Manual, the user will resolve and either pay (f) or deny (d) the claim or correct a data entry error that will allow the claim to process

- a. Edits that are the responsibility of another unit will be sent to the other team to process, via MMIS (using the F12 function key)

Step 5: The next claim will be displayed in MMIS to work

Forms/Reports:

none

RFP References:

5.2.2.3.4.2.1, 5.2.2.3.4.2.7, 5.2.2.3.4.2.9, 5.2.2.3.4.2.12, 5.2.2.3.4.2.24, 5.2.2.3.4.2.41, 5.2.2.3.4.2.64,
5.2.2.3.4.2.69, 5.2.2.3.4.2.75, 5.2.2.3.4.2.81, 5.2.2.3.4.2.82, 5.2.2.3.4.2.86, 5.2.2.3.4.2.89, 5.2.2.3.4.2.95,
5.2.2.3.4.2.96, 5.2.2.3.4.2.99, 5.2.2.3.4.2.107, 5.2.2.3.4.2.108, 5.2.2.3.4.2.117, 5.2.2.3.4.2.120,
5.2.2.3.4.2.122

Interfaces:

Provider Services, Medical Services, Program Integrity, Medical Services, Provider Cost Audit

Attachments:

None